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# Request For Continued Examination (RCE) Transmittal

Address to:  
Commissioner for Patents  
Box RCE  
Washington, DC 20231

Application Number	09/504,330
Filing Date	2/14/2000
First Named Inventor	Learnon, Paul H.
Art Unit	3625
Examiner Name	Cuong H. Nguyen
Attorney Docket Number	LEX 2048000

This is a Request for Continued Examination (RCE) under 37 CFR 1.114 of the above-identified application. Request for Continued Examination (RCE) practice under 37 CFR 1.114 does not apply to any utility or plant application filed prior to June 8, 1995, or to any design application. See Instruction Sheet for RCEs (not to be submitted to the USPTO) on page 2.

## 1. Submission required under 37 CFR 1.114

a. ☐ Previously submitted

i. ☐ Consider the amendment(s)/reply under 37 CFR 1.118 previously filed on \_\_\_\_\_  
(Any unentered amendment(s) referred to above will be entered).

ii. ☐ Consider the arguments in the Appeal Brief or Reply Brief previously filed on \_\_\_\_\_

iii. ☐ Other \_\_\_\_\_

b. ☒ Enclosed

i. ☒ Amendment/Reply

ii. ☐ Affidavit(s)/Declaration(s)

iii. ☐ Information Disclosure Statement (IDS)

iv. ☐ Other \_\_\_\_\_

## 2. Miscellaneous

a. ☐ Suspension of action on the above-identified application is requested under 37 CFR 1.103(c) for a period of \_\_\_\_\_ months. (Period of suspension shall not exceed 3 months; Fee under 37 CFR 1.17(f) required)

b. ☐ Other \_\_\_\_\_

## 3. Fees

The RCE fee under 37 CFR 1.17(e) is required by 37 CFR 1.114 when the RCE is filed.

a. ☒ The Director is hereby authorized to charge the following fees, or credit any overpayments, to Deposit Account No. 50-0605

i. ☒ RCE fee required under 37 CFR 1.17(e)

ii. ☒ Extension of time fee (37 CFR 1.139 and 1.17)

iii. ☐ Other \_\_\_\_\_

b. ☒ Check in the amount of \$ 1,700.00 enclosed

c. ☐ Payment by credit card (Form PTO-2038 enclosed)

WARNING: Information on this form may become public. Credit card information should not be included on this form. Provide credit card information and authorization on PTO-2038.

FAX RECEIVE

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## SIGNATURE OF APPLICANT, ATTORNEY, OR AGENT REQUIRED

Name (Print/Type) Gregory W. Carr

Signature

Registration No. (Attorney/Agent) 31,093

Date

10/23/03

## CERTIFICATE OF MAILING OR TRANSMISSION

I hereby certify that this correspondence is being deposited with the United States Postal Service with sufficient postage as first class mail in an envelope addressed to: Commissioner For Patents, Box RCE, Washington, DC 20231, or facsimile transmitted to the U.S. Patent and Trademark Office on the date shown below.

Name (Print/Type) Bradley D. Ellis

Signature

Date

10/23/03

This collection of information is required by 37 CFR 1.114. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.14. This collection is estimated to take 12 minutes to complete, including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, U.S. Department of Commerce, Washington, DC 20231. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Commissioner for Patents, Box RCE, Washington, DC 20231.

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The "Received" stamp of the Patent and Trademark Office imprinted hereon acknowledges the filing of:

<input type="checkbox"/> PROV./UTILITY APPLICATION	<input type="checkbox"/> ISSUE/PUBLICATION FEE \$
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<input type="checkbox"/> AMENDMENT, Preliminary (12 pages)	<input type="checkbox"/> OTHER:
<input type="checkbox"/> EOT _____ Mths.	

NAME OF INVENTOR(S)/APPLICANT: Paul H. Leamon	SERIAL NO.: 09/504,330
TITLE: Method and System for Skills-Based Planning and Scheduling in a Workforce Contact Center Environment	(PTO USE ONLY)
DOCKET NO.: IEX 2046000	
Date Mailed: 10-23-2003 <input type="checkbox"/> Cert/Mailing	
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**Facsimile Information Sheet**

DATE: October 29, 2003      CLIENT/MATTER NO.: 09/504,330  
TO: Cuong Nguyen      IEX 2046000  
FIRM NAME: USPTO  
CITY, STATE:  
FACSIMILE NUMBER: 703-746-5572      TELEPHONE NUMBER: 703 305 7687  
RE: Preliminary Amendment  
TOTAL NUMBER OF PAGES: 7  
FROM: Alan Cooper  
MESSAGE: Dear Mr. Nguyen,

Following you should find the preliminary Amendment filed October 23, 2003.

Thank you,

Alan

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